

Better Questions Workshop – SYDNEY

For all Health & Wellbeing, Aged and Disability Care
Professionals & Community Services

Learn How to Engage Your Clients/ Patients for Better Health & Wellbeing Outcomes

Do you want to make a bigger difference in people's lives by enabling them to manage their own health, wellbeing and lifestyle choices?

You have the ability to achieve this through one conscious act...by changing the way you communicate with people.

Communication typically consists of too much TELLING and not enough ASKING, which inhibits people taking responsibility for their own lives. The **Better Questions** workshop offers highly effective communication strategies and practical tips that will enable you to enhance your communication skills and professional practice. Using the **Better Questions** communication technique with your clients will lead to them being more engaged, motivated for self-management and less dependent upon services.

Information packed and interactive, the **Better Questions** workshop covers:

- Understand the impact of Asking vs Telling.
- Recognise habitual patterns of response in our conversations that have the potential to disempower patients/clients.
- Listening 'Traps' and tips for more effective listening.
- How to use the Better Questions framework to engage clients/patients and increase their motivation for change/self management.
- Experiential activity to practice asking Better Questions.

What you'll gain by attending:

- Be more confident in your 1-2-1 conversations with clients/patients and be able to better manage resistance to an empowering/questioning approach.
- Have a simple, yet highly effective 'Person Centred' framework to follow that is easy to use, non-influential and alleviates practitioner stress to 'always have the answers'.
- Practice effective listening and questioning skills to create more understanding, self-awareness, empathy, engagement, responsibility and accountability with clients/patients.

Who is this workshop suitable for? This workshop is suitable for everyone providing Aged, Disability and Health & Wellbeing services. It is particularly relevant in **Chronic Disease Management** and promotes **self management, Person Centred Care** the **Reablement & Wellness approach** and **Consumer Directed Care**.

RAS ASSESSORS /LAC's /NDIS/ CLIENT LIAISON/ALLIED HEALTH/NURSES



This activity has been endorsed by APNA according to approved quality standards criteria. Completion of this educational activity entitles eligible participants to claim **6 CPD hours**.

WORKSHOP DETAILS

Date: 28th AUGUST 2019
Time: 9.00am – 3.30pm
Cost: \$330 pp (inc \$30 GST)
Venue: ACON, 414 Elizabeth St
Surry Hills NSW
(easy access via Central station)

Cost includes: Workbook, morning refreshments and lunch.

BONUS OFFER: All participants will receive a FREE copy of the 'Better Questions' Book of their choice (Health or Aged Care) valued at \$29.95/\$24.95



How to Register: If you would like to register for this workshop please complete the registration form attached and return it by fax to **1300 678 477** or Email to: **info@betterquestions.com.au**

Any questions?

Call us on 1300 695 377 or email **info@betterquestions.com.au**

"I came away with a new perspective on how to communicate effectively and a new set of tools to easily and immediately apply to day-to-day situations, not only in my work but in my personal life too." Lili Tang, Senior Physiotherapist, Medicine and Chronic Disease, Metro South Health, QLD

"I recently saw Lindsay speak at the APNA conference; her workshop was THE HIGHLIGHT of the conference for me. Lindsay teaches a transforming principle of reversing how we communicate. It is a very reflective method of communication - I cannot recommend this workshop highly enough." Sue Robertson, Acting Co-Director Nursing, Chronic, Complex and Community Services, Primary Health Service, Tasmanian Health Service

	<p align="center">BETTER QUESTIONS WORKSHOP REGISTER TODAY</p> <p align="center">YES PLEASE! Register me for the one day Better Questions workshop in SYDNEY on the 28th AUGUST 2019.</p>
Name/s:	
Organisation:	
Address:	
	Postcode:
Phone No.	
Email:	
Payment Details	
A tax invoice will be forwarded to you and payment is due within 7 days.	
Book	
Please indicate if you would like the Health or Aged Care Better Questions book Health & Wellbeing Professionals <input type="checkbox"/> Aged Care Professionals <input type="checkbox"/>	
Dietary requirements – please note any special needs below:	

Please Fax This Form To 1300 678 477 Or Email To info@betterquestions.com.au	
Terms	
There are no provisions for cancellations, refunds or postponements. Substitutions are permitted. The workshop will only proceed once the minimum numbers are reached. I agree to the above terms.	
SIGNATURE _____	